

**SORREL RIVER RANCH 435 259 4642 REPAIR TICKET HISTORY**

TICKET	DATE	TIME	ISSUE	COMMIT		REPAIR NOTES	REPAIR DATE	REPAIR TIME
				DATE	TIME			
488828	11/03/08	3:02pm	No Dial Tone	11/04/08	3:02pm	No Notes Available	11/04/08	9:13am
747171	02/07/11	1:17pm	Other Issue	02/08/11	1:17pm	Customer Equipment	02/08/11	12:58pm
754138	03/01/11	6:57pm	Caller ID Wrong Name	03/03/11	1:00pm	No Notes Available	03/02/11	8:43am
767685	04/13/11	7:01am	Can't Call Out	04/13/11	6:00pm	COMMON CAUSE - back in service	04/13/11	10:32am
970904	05/17/11	10:05pm	No Dial Tone	05/18/11	6:00pm	No trouble found - talked to customer on phone and he said everything was working	05/18/11	12:32pm
1098105	04/11/12	10:28am	Can't Call Out	04/12/12	10:28am	Cut Cable	04/11/12	9:33pm
1110245	05/26/12	11:05am	No Dial Tone	05/28/12	11:05am	COMMON CAUSE - Tower crew came from Salt Lake and realigned Dishes - restored	05/27/12	3:53pm
1138131	08/17/12	12:28pm	No Dial Tone	08/18/12	12:28pm	Spoke with Heather, Manager - she doesn't know why a Trouble Ticket was entered	08/17/12	5:32pm
1157625	10/22/12	14:14pm	Static on the Line	10/24/12	4:00pm	Trouble in CPE system	10/23/12	5:12pm
1238469	07/17/13	4:25pm	Can't Call Out	07/18/13	4:25pm	No Notes Available	07/18/13	7:45pm
1245172	08/06/13	11:41pm	Unable to call International	08/08/13	5:00pm	No Notes Available	08/08/13	12:59pm
1249658	08/21/13	1:44pm	Unable to call International	08/23/13	5:00pm	PIC/LPIC 222 - found call in CA links routing to MCI point code	08/23/13	7:34am
1278308	11/30/13	7:57am	No Dial Tone	11/30/13	8:0pm	COMMON CAUSE - all customers restored	12/02/13	3:09pm
1301667	03/04/14	6:27am	Internet Issues	03/04/14	9:27am	Tested ok per Tech in CO	03/04/14	9:34am
1375619	11/17/14	9:51am	Static on the Line	11/17/14	8:00pm	Replaced 2nt30 card in switch with NOC	11/17/14	3:43pm
1476299	10/12/15	11:37am	Add Casual blocks on PRI per Fraud procedure	10/13/15	5:00pm	Casual blocks added	10/22/15	12:01pm
1548943	06/08/16	1:43pm	Can't Call Out	06/10/16	5:00pm	COMMON CAUSE - No notes available	06/09/16	2:26pm
1784130	08/01/18	7:46am	Add Casual blocks to prevent fraud	08/03/18	9:00pm	Casual blocks added	08/02/18	11:56am
1786826	08/12/18	12:25pm	Can't Call Out	08/13/18	9:00pm	Tested ok	08/13/18	12:59pm
1833414	03/31/19	7:43am	No Dial Tone	04/01/19	10:00pm	Bounced PRI	04/01/19	2:21pm

